

Company Registration No: 2265182
Registered Charity No: 800012

**Unaudited Report and
Financial Statements**

**Milton Keynes Citizens
Advice Bureau**

**(A company limited by
guarantee and not having a
share capital)**

For the year ended 31 March 2022

Acorn House 361 Midsummer Boulevard
Central Milton Keynes
MK9 3HP

Milton Keynes Citizens Advice Bureau

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Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Report of the directors (trustees)
For the year ended 31 March 2022

The directors (trustees) have pleasure in presenting their report and financial statements for the year ended 31 March 2022.

Reference and administrative details

Registered charity name:	Milton Keynes Citizens Advice Bureau
Charity number:	800012
Company number:	2265182
Registered and principal office:	Acorn House, 361 Midsummer Boulevard, Central Milton Keynes, MK9 3HP
Bankers:	Barclays Bank plc, PO Box 170, Winterhill, Milton Keynes, MK6 1AL CAF Bank, 25 Kings Hill Avenue, Kings Hill, West Malling, ME19 4JQ Unity Trust Bank, PO Box 7193, Planetary Road, Willenhall, WV1 9DG
Independent Examiner:	David Hoose, Mazars LLP, The Pinnacle, 160 Midsummer Boulevard, Milton Keynes, MK9 1FF
Directors and trustees:	<p>The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.</p> <p>The trustees serving during the year and since the year end were as follows:</p> <p>Christopher Parsons (Chair) Charlotte Derry (Treasurer) Anthony Ashmore (resigned 08 November 2021) Jenny Brighton Tariq Raja (appointed 26 April 2021) Vanda Ranyard (resigned 22 April 2022) Naomi Webb (appointed 26 April 2021) Alexa Wilkinson (appointed 28 March 2022)</p> <p>All directors are members of the charitable company and stand as guarantors of the charitable company in the sum of £1 each. None of the directors have any beneficial interest in the charitable company.</p>
Bureau Director:	Ben Thomas
Company Secretary:	Kevin Smith

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Report of the directors (trustees)...continued **For the year ended 31 March 2022**

Structure, Governance and Management

Governing document

Milton Keynes Citizens Advice Bureau is a company limited by guarantee governed by its Memorandum and Articles of Association.

Appointment of Trustees

Milton Keynes Citizens Advice Bureau through its equal opportunity policy is committed to ensuring that people from different communities and backgrounds are not disadvantaged by their gender, race, ethnic origin or colour, by a disability, by their sexual orientation, their marital status or by their age. It aims to recruit, select and retain trustees that recognise the diverse society in which it operates.

The number of trustees is limited to a maximum of twelve and a minimum of four. Trustees are elected at the annual general meeting or co-opted by the Trustee Board (provided that the total number of co-opted and nominated trustees does not exceed four).

All elected trustees shall retire from office at the third annual general meeting following the annual general meeting at which they were elected, but they may be re-appointed. Trustees may not serve more than a total of nine years unless there are exceptional circumstances.

Trustee induction and training

Upon appointment a programme of induction and training is prepared for new trustees. As well as a locally prepared programme there is also a programme of induction and training provided through the National Association and new trustees undertake both. Trustees also undertake regular training each year.

Organisation

The trustees are selected and appointed in accordance with the Articles of Milton Keynes Citizens Advice Bureau. They meet as a Board approximately every two months and produce formal minutes of their meetings. In addition, sub-groups are appointed to consider specific issues and report back to the Board with recommendations.

The Chair and Treasurer meet with the Bureau Director on a monthly basis to review budget and performance information. The Treasurer reports the outcome to the next Board meeting.

Indemnity insurance

The charity purchased professional indemnity and public liability insurance during the year to indemnify employees against liabilities arising as a result of negligence. The cost of this insurance was £2,280 (2020/2021: £1,572).

The charity also purchased directors and officer liability insurance to indemnify trustees against legal liabilities. The cost of this insurance was £340 (2020/21: £319).

Milton Keynes Citizens Advice Bureau **(a charitable company limited by guarantee)**

Report of the directors (trustees)...continued **For the year ended 31 March 2022**

Related parties

The charity's wholly owned subsidiary Milton Keynes Citizens Advice Bureau (Trading) Limited is currently dormant.

It is the aim of the directors that the company will receive income and carry out activities which are compliant with the objects of the parent charitable company, Milton Keynes Citizens Advice Bureau. Any surplus generated from these activities is donated to the Charity under the Gift Aid Scheme.

The Bureau remains an associated member of the National Association of Citizens Advice Bureaux to which it pays an annual fee.

Remuneration

The Bureau operates a remuneration policy whereby an annual percentage award is considered for all directly employed staff, from 1st April each year, and that the individual percentage be so calculated to include:

- a) Personal performance of the employee, during the year under review; and
- b) Financial performance of the Bureau as a whole during the year.

Given the size of the Organisation, the trustees do not believe that a set salary scale for each post is appropriate or beneficial.

The average employee headcount during the financial year was 26 (full-time equivalent was 20.6). No employee earned in excess of £60,000 and the total remuneration paid to one key management employee during the year was £45,000.

Risk management

The trustees are aware of the need to ensure that all major risks to which the charity is exposed, in particular, those related to the operations and the finances of the charity are assessed. The trustees use a formal risk management process to assess these risks and implement risk management strategies.

The trustees monitor the changing circumstances of the Bureau on a continual basis so that new risks can be identified and addressed. This involves identifying the types of risks the charity faces, prioritising them in terms of potential impact and likelihood of occurrence, and identifying means of mitigating the risks. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The key risks during this year have arisen from the aftermath of the initial Covid-19 pandemic and subsequent outbreaks of the virus that have caused disruption to the services and operations delivered by the organisation. Action to mitigate these risks have been undertaken throughout the year. These actions have included following all Government and National Association guidance and resulted in:

- Risk assessing and limiting all face-to-face client appointments and expanding telephone and digital services
- Staff working within a hybrid system that combines home as well as office-based working and that can be adjusted at short notice to mitigate the risk of virus transmission within the workplace during so called 'virus peaks'
- Provision of masks and hand cleansing sanitiser for staff and visitors coming into the office.

Regular risk assessments were undertaken and issued to all staff and volunteers.

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Report of the directors (trustees)...continued
For the year ended 31 March 2022

The trustees have identified the following key risks for the organisation along with the mitigating actions to be undertaken:

Potential Risk	Mitigating Actions
Funding of the organisation	The Bureau will continue to apply for grants and contracts that align with its mission, objectives and Strategic Business Plan. The trustees will ensure that all future work undertaken by the Bureau does not result in a depletion of its unrestricted reserves.
Loss of key staff	The trustees are aware that the future success of the Bureau is dependent on both its staff and volunteers. The Bureau will continue to develop its strategies for succession planning along with appropriate HR policies and procedures.
Board development	The Board has commenced action to expand the Board in size and skill base to reflect the Bureau's mission as a diverse and inclusive organisation. This action will continue in the coming year.

Objectives and activities for the Public Benefit

The objects of the charity are:

- To provide the advice people need for the problems they face;
- To improve the policies and practices that affect peoples' lives;
- To ensure individuals do not suffer through lack of knowledge of their rights and responsibilities or through an inability to express their needs effectively.

Milton Keynes Citizens Advice Bureau has referred to the guidance in the Charity Commission's general guidance on Public Benefit when reviewing its aims and objectives and planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set for the organisation, thus ensuring public benefit continues to be delivered.

The principal activity of the charity continues to be the provision of a free, impartial service of information, guidance and support, and to exercise a responsible influence on the development of social policies and services both locally and nationally. Any activities which are provided outside the geographical surroundings of Milton Keynes are carried out by the charity's trading subsidiary. It is the intention of the trustees that the residual surplus of the trading subsidiary will be donated to the charity under the gift-aid rules. At present, no such activities are taking place and the charity's trading subsidiary is dormant.

Milton Keynes Citizens Advice Bureau (a charitable company limited by guarantee)

Report of the directors (trustees)...continued For the year ended 31 March 2022

Objectives and activities for the Public Benefit (continued)

Milton Keynes Citizens Advice Bureau supported **8,149 people** with **19,301 subject enquiries** during the financial year. This represented an increase in both clients and enquiries on the previous year. Welfare benefits, debt problems and housing enquiries continue to be the major subject areas dealt with by the Bureau and constitute **72%** of all enquiries. The Bureau collects evidence of clients' problems and uses this to campaign for changes in national and local policies and services. It plays a key role in speaking up for clients, raising issues brought into the Bureau, contributing to public debate and informing legislation. The charity's research and campaign work covers a huge range of issues including consumer, debt, housing, benefits, immigration, employment, legal matters and health. Locally and nationally the charity works with policymakers, regulators, MPs, Local Government and service providers.

Achievements and performance

Milton Keynes Citizens Advice Bureau is a medium sized urban advice bureau servicing a growing metropolitan borough with a current population in excess of 260,000.

The Bureau provides generalist and specialist advice, guidance, support, digital skills training and advocacy to individuals in need, many with complex financial, legal or personal problems. During the financial year the organisation began the gradual process of reopening some of its face-to-face services that form part of its network of 16 outreaches across the metropolitan borough of Milton Keynes. This was in line with government guidance implemented over the year to 'unlock' the country from the majority of Covid related restrictions and took account of most UK adults participating in a national vaccination programme. During the pandemic period, the day-to-day use of our main office at Acorn House has changed substantially. This meant that we did not resume face to face services in the city centre, opting to use the premises for the delivery of advice via good quality, well-resourced alternative channels. Accordingly, advice has continued to be delivered throughout 2021/22 via a mixture of delivery channels including telephone, video call, webchat, email, and text, with the first face to face sessions resuming in the Autumn of 2021. As in previous years, the service continues to take third party referrals from all its key partner agencies across the city including medical centres, hospitals, adult social care, community homeless teams and other voluntary sector groups.

The charity is the primary provider of advice services in Milton Keynes and historically has been funded by Milton Keynes Council. In 2021/22 we continued under our working arrangement with the Customer Services department at Milton Keynes Council to provide generalist advice to individuals with debt, housing, and benefit problems. This arrangement is renewed each year on an annual basis. The expenditure on this service reduced Local Authority debt enforcement costs, reduced benefit administration costs, and ensured revenue owed to the council was recovered. Annually, this funding is worth £100,000 to Milton Keynes Citizens Advice Bureau with savings in excess of £360,000 accruing to Milton Keynes Council.

Milton Keynes Citizens Advice Bureau received project funding in excess of £761,000 from five key funders which taken together enabled a wide range of advisory services to be provided based upon extensive accreditation, experience, knowledge and information systems.

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Report of the directors (trustees)...continued For the year ended 31 March 2022

Achievements and performance (continued)

At the end of 2021/22 we were advised that funding from the local authority to operate a Homelessness Prevention Support Service (HPSS) was being extended for a further 6 months from October 2021 to March 2022. The service allowed for continued collaboration between ourselves, Housing Support Officers and Adult Social Care teams, to resolve practical issues for people who are threatened with homelessness due to severe financial problems and complex family circumstances. The extension of this project which had begun in October 2020, meant additional income from the local authority of £59,000 in the final two quarters of this financial year. Taking this, and other council funding into consideration, **32%** of our funding came from Milton Keynes Council during 2021/22.

In the 2021/22 financial year we advised 8,149 people about 19,301 issues. 47% required specialist casework interventions and 53% were resolved through triage or brief intervention. As with the previous year, client contacts were managed mainly through the telephone and video call channels as a direct result of continuing covid-19 restrictions. Face to face services did begin to resume on a risk assessed basis by September / October of 2021.

Across the borough almost 20% of the child population lives in a low-income household. At least 3 in 4 of local working people seeking advice from Citizens Advice are in the bottom-half of the income distribution, with a household income of less than £24,600 per year. Income data suggests that £23,300 is the average income per local taxpayer.

Despite the continuing uncertainty, created by Covid-19 and its wider impact on the economy, the Bureau continues to develop and deliver responsive, high-quality services which are independently monitored and evaluated, and which remain free, independent, confidential, and impartial to everyone regardless of age, race, gender, disability, sexuality or religion. Advice and help will be given on any subject without any preconceived attitude on the part of the Bureau.

To redress inequalities, Milton Keynes Citizens Advice Bureau seeks to provide a variety of access routes to services, thereby encouraging social inclusion and well-being for those who live and work in Milton Keynes. Following our contribution made in 2019 to the Milton Keynes Child Poverty Commission we continue to play an active role in providing representation to the **Milton Keynes Child Poverty Partnership** which has been set up to look at ways of addressing the issues highlighted across Milton Keynes by the commission report.

Tackling inequalities is a broad area of work and includes many of the disparities that can be found amongst people using health services. **'Health Inequality'** is ultimately about differences in the status of people's health, but the term is also used to refer to differences in the care that people receive and the opportunities that they have had to lead healthy lives – both of which can contribute to their health status. Typically, these opportunities (or a lack of them) are shaped by socio-economic factors such as where they live, where/if they work and how secure their accommodation and finances are.

We've joined the **Milton Keynes Mental Health Alliance (MKMHA)** which is a group of voluntary sector organisations whose overarching aim of collaboration is meant to shift the focus of the health system and commissioners onto the main socio-economic factors that determine health inequality. By doing this we hope to build together a Community of Practice to translate shared learning into local action and attract sustainable funding to support the alliance members.

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Report of the directors (trustees)...continued For the year ended 31 March 2022

Achievements and performance (continued)

In line with the commitment to tackle inequality across a range of areas, including health, the organisation provided support for cancer patients and their families via a remote version of its Cancer Information and Advice Project, normally delivered at both Milton Keynes and Stoke Mandeville Hospitals. During this financial year, funding for the advice service was extended by **Macmillan Cancer Care** to December 2025 and we were advised that we could apply for an increase in overall funding sometime in FY 2022/23.

The Bureau reinstated a face-to-face version of its GP Surgery Outreaches (**Advice on Prescription**) at **Whaddon House** and **Water Eaton Medical Centre**. We were also approached by **East MK Primary Care Network (PCN)** a group of 4 GP surgeries in the city who asked to join the scheme and supplied us with grant funding from October 2021 to fund routine advice sessions for their patients.

Our Specialist Money Advice Service has continued to support people across Milton Keynes with serious debt and financial issues. This was despite some uncertainty about the recommissioning of this service, details of which can be found in the Financial Review. During 2021/22 we continued to receive 'Increased Capacity Funding' from the **Money and Pensions Service (MaPS)** maintaining 3.0 FTE Debt Advisers for the majority of the year.

Notwithstanding the achievements outlined above, the most significant development occurring this year and the one that absorbed the most management and trustee time was **our merger with Works for Us (WFU)**.

Both organisations have a history of collaborative working across the Milton Keynes area, spanning the last 20 years. In that time, we have long since established a 'shared client group' made up of users of both services and who are predominantly people that are either long term unemployed or in low income, often unstable, employment.

This led both organisations to apply for joint, multi-year funding from the National Lottery Community Fund (NLCF) in 2018-19 to address the many changes in the world of work that affected our clients i.e. short-term contracts, digitisation, and skill gaps. The application was eventually successful, and a grant was awarded to us over a 3-year period, beginning in October 2019, and launching our '**Integrated Support and Advice Partnership**' (ISAP).

One of the underlying principles of the ISAP, was that both organisations would establish a Project Board (drawing on staff and volunteers from each organisation) to explore whether efficiencies could be made over the lifetime of the project that would lead to a greater level of integration between the two charities. Towards the end of the project the board would look at whether it was feasible to recommend a full merger of the two organisations or a level of closer co-operation based on the success of the ISAP and the outcomes it delivered for local people. Then Covid happened.

We were barely 6 months into our joint project and the world changed. The pandemic has, understandably, required both WFU and CAMK to develop new delivery models and organise themselves in ways that differ, from those envisaged at the inception of the ISAP back in 2019.

The measures taken during 2020/21 and 2021/22 have responded to the immediate and longer-term challenges caused by Covid-19 and set both organisations on a course to improve on those changes further, as one service.

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Report of the directors (trustees)...continued For the year ended 31 March 2022

Achievements and performance (continued)

At the start of 2021, the CEO of WFU announced she would be retiring in October of that year and that many of their trustees were reaching the end of their current terms, with several not seeking re-election. The impetus to proceed with a merger became stronger as discussions continued into the Spring, and the two boards finally agreed to open talks on a full merger in June 2021. The guiding principle was to secure the future of the WFU service, but within a larger organisation that possessed a greater, local reach (CAMK). This in turn would help to enhance the overall offer of CAMK to the local population.

Merger talks began formally in June 2021 with both charities signing a Memorandum of Understanding. Negotiations and financial due diligence continued through the summer involving both boards of trustees and a core merger group comprised of senior staff and trustees from each charity. A full transfer agreement, and vesting declaration as well as the TUPE of employees to Citizens Advice was drawn up for agreement by both boards and formally completed in February 2022.

The bureau did not use the services of professional fundraisers or commercial participators to assist with its fund-raising activities during 2021/22 and no complaints have been received regarding its fund-raising activities. In quarter 4 of this year, the board of trustees reviewed the organisation's business plan and agreed to trial the services of a **fundraising consultant** to support the Director with income generation in 2022/23.

Milton Keynes Citizens Advice Bureau uses every opportunity to promote **volunteering** but as with the first year of the pandemic, this year has continued to see relatively low number of volunteers working within the service. In 2020/21 volunteer numbers declined drastically from around 80 to 30 over the 12-month period. This has not recovered during the past 12 months with the average number of volunteers between April 2021 and March 2022 being 28 at any one time. Increasing the overall number of operational volunteers remains a strategic priority for us in 2022/23. During 2022-2023 the Bureau aims to recruit additional volunteers as they are a key element of the service we provide.

Financial review

The results of the charity for the year are set out in the financial statements on pages 17 to 37.

Total revenue for the year was £843,992 (2020/2021: £725,980). The net movement in funds for the year was a surplus of £131,187 (2020/2021: surplus of £150,080), which included a surplus in unrestricted funds of £122,777 (2020/2021: surplus of £128,605) and a surplus in restricted funds of £8,410 (2020/2021: surplus of £21,475).

The principal funders during the year are as follows:

National Lottery Community Fund
Macmillan Cancer Support
Milton Keynes Council
The Money Advice Service
National Association of Citizens Advice Bureaux

The Bureau delivered the Milton Keynes Council General Advice Service between April 2021 and March 2022. Funding was renewed for a further 12 months from April 2022.

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Report of the directors (trustees)...continued For the year ended 31 March 2022

Financial review (continued)

The combination with the Works for Us charity was completed on 14 February 2022. As a result, the assets and liabilities of Works for Us were transferred into the control of Milton Keynes Citizens Advice Bureau at nil consideration. As the fair value of the assets received exceeded the fair value of the liabilities assumed by £50,630, this gain has been recognised as a gift within income.

The Bureau delivered the National Association of Citizens Advice Bureaux's **Help to Claim Service** between April 2021 and March 2022 – the grant allocation was unchanged from the previous 2 years. The Help to Claim funding required the bureau to continue contributing an agreed number of staff and volunteer hours (as in 2020/21) to a national telephone helpline and webchat service for claimants of Universal Credit.

This third year of delivery marked the last direct grant made to National Citizens Advice by the Department for Work and Pensions (DWP), as under competition rules it had to place the contract for Help to Claim's fourth year (2022/23) into a tendering process and invited expressions of interest (and ultimately bids) from other potential providers. Citizens Advice bid for the contract in November 2021 (the value of which had reduced by 40% compared to previous years) and succeeded in securing funding for the next financial year. As the total grant was smaller, not all offices would benefit from a direct grant made to them by the national office. Instead, a competitive process was introduced and offices who believed they could deliver the new contract were invited to apply. We were one of 4 offices, out of the 9 in our region, to bid for the contract to run Help to Claim across Bucks, Oxon and Berks, but we were unsuccessful and therefore decommissioned our Help to Claim service on 31 March 2022.

During the year we received funding of £147,467 from the Money and Pensions Service (**MaPS**), which has a partnership with the National Association. These funds were used once again to deliver free debt advice to people experiencing financial hardship and those with a level of personal debt that meant their household budget ran at a deficit. At the end of 2021/22 MaPS too opened its recommissioning process which overlapped with that of Help to Claim. As with that process, we had little to no direct influence over the course of the recommissioning process except to provide the national body with management and performance data relating to the contract and its employees. The MaPS recommissioning process was poorly managed by the funder, opening in October but collapsing by December 2021 as providers across the UK (including Citizens Advice) struggled to put supply chains together that met the funder's criteria. The nature of the contracts had also fundamentally changed – having previously been grant based but now potentially moving to a payment by results model which would have caused difficulties for most organisations in terms of budget setting and forward planning. Following the collapse of the process MaPS agreed an extension of all providers existing funding to January 2023.

As explained, The **Homelessness Prevention Support Service (HPSS)** ran for its original 12-month pilot before being renewed for a further 6 months in October 2021. In quarter 4 of this year, we were advised that the service had been recommended for further commissioning in 2022/23 but that its focus may be changed to reflect challenges around the emerging 'cost of living crisis' caused by rising inflation and huge increases in household energy costs.

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Report of the directors (trustees)...continued For the year ended 31 March 2022

Financial review (continued)

The merger between CAMK and WFU also required us to renegotiate the terms and conditions of our grant with NLCF. Following submission of our merger plans to NLCF and a rationale for a revised version of ISAP, the fund agreed to consolidate both grants into one payment for Citizens Advice with effect from November 2021. The underspend on the grant reported by WFU was reprofiled along with the remaining grant payments to give us what is effectively a fourth year of ISAP delivery, moving the project end date from October 2022 to October 2023.

All office space currently occupied by the organisation continues to be let at our landlord's subsidised rate for voluntary groups, we will need to apply for a new rent reduction at the start of 2022/23. The office is now being used differently to the way it was pre-2020. We have agreed to review the current space within the building and potentially reduce this sometime in the next financial year to reflect the changed working environment and deliver some savings as a response to some of the financial challenges the organisation had to overcome in the final months of this year.

Investment powers and policies

Under the Memorandum and Articles of Association, the charity has power to invest in any way the trustees wish.

The trustees, having regard to the liquidity requirements of operating the Bureau and to the reserves policy have operated a policy of keeping surplus funds in interest bearing deposit accounts and to seek to achieve a rate of deposit interest which matches or exceeds inflation as measured by the retail prices index.

Reserves policy

It is the policy of the charity to aspire to maintain unrestricted funds, which are the free reserves of the charity, at a level that equates to six months unrestricted expenditure. The trustees agreed that the growth and development of Milton Keynes Citizens Advice Bureau's activities made it prudent to aim to have this level of reserves whilst accepting that the main purpose and function of the service should at no time be compromised or jeopardised in pursuit thereof. The trustees also agreed that the Bureau will continuously strive to make improvements to the services it provides whilst delivering these services as cost effectively as possible.

The actual reserves are £539,379, which includes unrestricted funds of £471,225. This equates to ten months unrestricted expenditure. Within the unrestricted funds, the trustees have designated funds of £88,914 (2020/21: £91,101). These were set up by the trustees to deal with future potential statutory financial commitments such as redundancy costs totalling £44,000 (2020/21: £34,700), the potential costs of having to relocate the operations of £33,000 (2020/21: £33,000) if funding decreases significantly and the write-down of fixed assets of £11,900 (2020/21: £23,400) currently held by the Bureau. With the increased uncertainty over funding in the next two years the trustees are clear that this level of unrestricted reserves is necessary.

The Bureau's reserves include restricted funds of £68,154, comprising funds received by the bureau for the Integrated Support and Advice Project (£48,198) and two restricted funds that were transferred into the control of the Bureau following the combination with the Works for Us charity in February 2022; Milton Keynes Community Foundation (£2,529) and Milton Keynes Council (£17,427).

The trustees are confident that the Bureau is able to continue to meet its liabilities as they fall due for the next year and that the accounts should be prepared on a going concern basis.

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Report of the directors (trustees)...continued For the year ended 31 March 2022

Plans for future periods

This plan considers many of the known external factors and challenges that impact on both the service and the lives of local people and, for 2022-23 at least, we know that the aftermath of Coronavirus, and the emerging cost of living crisis, will be amongst the greatest of these.

This plan, like those before it, seeks to meet the emergent needs of the community and follow wider developments such as increased take up of welfare benefits, rising unemployment and unstable work, local population increase, housing shortages and the increasing role of digital technology in the lives of ordinary people. Above all we believe our objectives are crucial in helping us to **improve** and **advance** inclusion and accessibility across the service.

Completing our merger with WFU sets Citizens Advice Milton Keynes on a new course as it enters its 50th year of service in Milton Keynes. Coming together will strengthen our financial position and create opportunities for future funding, and has already provided additional, highly skilled staff with expertise in employment and employability. We have reached out to many existing stakeholders to promote this new dimension to our work, and we've been encouraged by discussions with Macmillan and Paradigm Housing Association – both existing funders, who would be willing to fund additional projects focused on work, training, and skills. We're also exploring development of a bid to the UK Shared Prosperity Fund which has allocated £3m to MK council over the next 3 years as part of the government's levelling up agenda.

In addition to the above we will remain alert to opportunities that are not strictly in alignment with our strategic priorities but if secured will aid our fundamental charitable objectives. The plan also seeks to meet the strategic priorities of the National Citizens Advice service in general, as well as address local issues such as the increase in the number of people living in temporary accommodation, and the increasing numbers of children under 14 who are living in poverty in Milton Keynes.

Renewal of MaPS funding is subject to negotiations undertaken on our behalf by the National Association. This has so far been on an annual basis and to an extent is influenced by central government's policy on the continuing development of services to support people who are financially disadvantaged. Our main influence over the continuation of this funding is to ensure compliance with the main KPIs for delivery of MaPS in relation to client volumes and quality of advice and service. As mentioned earlier, the postponed recommissioning process presents us with a challenging situation over which we have very little control. The current extension of grants until January 2023 was welcome but we have little or no information about how/when a new service model will be commissioned at the time of preparing this report. The loss of this funding would require us to undertake a major restructure of the organisation if replacement funding from elsewhere was not available.

Milton Keynes Council has yet to provide any further information surrounding its long term plans (if any) for independent **generalist** advice services. This remains an area of funding where the local authority appears to have no clear long-term strategy, despite hinting at a formal commissioned process for 2023, no further information has been released to date. It has continued to focus on areas of more specialised support to more vulnerable groups of people. In this instance we have enjoyed success with the extension of AISVA to 2023 and the continuation of HPSS from October 2021. We aim to inform the council's strategy on delivery of these services in the longer term through our robust and comprehensive monitoring and data, research, and client testimony.

Milton Keynes Citizens Advice Bureau (a charitable company limited by guarantee)

Report of the directors (trustees)...continued For the year ended 31 March 2022

Plans for future periods (continued)

The Bureau re-established its 'Friends' organisation in 2015 to develop annual fundraising activities. Several small-scale activities have taken place each year including a swimathon and collections at local events such as firework displays. The events of the last 2 years have seen community fundraising decline across all the charity sectors. We undertook no such activities in 2021/22 but looking ahead to 2022/23, the bureau will celebrate its 50th Anniversary and this may present an opportunity to restart some of these activities should the situation with Covid-19 have improved.

As the NHS continues to search for ways to make efficiency savings and explores the potential of social prescribing, the Bureau has tried to position itself as a trusted partner that is best able to divert a number of unnecessary enquiries away from frontline medical services through a cost effective delivery model. A pilot project – "Advice on Prescription" ran initially throughout 2018/19 and then again in 2019/20 involving two GP Surgeries in Milton Keynes – both surgeries funded this service directly and decided to extend a remote version of the service during the pandemic. A further 4 GP Surgeries in the **East MK Primary Care Network** joined the scheme this year and at the time of preparing this report a 7th surgery has approached us for information about costs for a similar service.

Following a continued strong performance on our Macmillan Project, the Bureau succeeded in securing funding from Macmillan until December 2024 which allowed us to continue operating our service to help people with cancer and their families. At the end of this financial year, we were advised that we could apply to Macmillan for an additional amount of investment in the service, with the potential to increase the number of FTE from 1 to 3. When considering the increase in overheads and management costs, this would represent additional income of £88,500 per year. An application for this investment will become a priority for 2022/23.

The Director is involved in discussion with the local Community Infrastructure provider, **Community Action MK**, who are leading discussion around the development of a local **Voluntary Sector Alliance** amongst local charities and social enterprises in Milton Keynes. The alliance is developing towards becoming a vehicle to bid for and attract larger amounts of funding into the local voluntary sector and this collaborative model aligns with our wider ambition to build on the track record of recent partnership working and improve services for local people.

The Director, Head of Service, Casework Manager, Service Engagement Officer and Trustees, are all aiming to expand the bureau's levels of representation at local stakeholder forums and partnerships. These include but are not limited to:

- Milton Keynes Homelessness Partnership (Member Agency)
- Milton Keynes Mental Health Partnership Board (Member Agency)
- Milton Keynes Health and Wellbeing Board (In Attendance)
- Milton Keynes Child Poverty Partnership (Member Agency)
- Milton Keynes Voluntary Sector Alliance – Steering Group (In Attendance)

Milton Keynes Citizens Advice Bureau **(a charitable company limited by guarantee)**

Report of the directors (trustees)...continued **For the year ended 31 March 2022**

Plans for future periods (continued)

The Bureau will continue to apply for other grants and contracts that align with its overall mission and objectives. Beyond the 'core work' of the organisation there continue to be opportunities and grants that support divergence into more preventative areas of work that broaden the range of services to the benefit of the local population. These include - digital inclusion, energy advice, community cohesion, employability and skills, and support for people with mental health problems. The Bureau has taken steps in the last 12 months to align itself closer to these objectives and has referenced many of these in its 2022/25 Strategic Business Plan. We will continue to develop these themes as part of our future service provision.

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Milton Keynes Citizens Advice Bureau) for the purposes of company law are responsible for preparing the Report of the trustees and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The financial statements are published on the Milton Keynes Citizens Advice Bureau's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of consolidated financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the Milton Keynes Citizens Advice Bureau's website is the responsibility of the trustees.

**Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)**

**Report of the directors (trustees)...continued
For the year ended 31 March 2022**

Disclosure of information to the independent examiners

So far as the trustees are aware, there is no relevant information of which the company's independent examiners are unaware. The trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the company's independent examiners are aware of that information.

Appointment of independent examiners

A resolution will be proposed at the Annual General Meeting that Mazars LLP be reappointed as independent examiners to the charity for the ensuing year.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved and authorised for issue by the board on 10 October 2022 and signed on its behalf by:



Christopher Parsons

Director (trustee)

Date: 10th October 2022

Independent Examiner's Report to the members of Milton Keynes Citizens Advice Bureau

I report on the primary financial statements of Milton Keynes Citizens Advice Bureau (statement of financial activities, statement of cash flows, balance sheet and related notes) for the year ended 31 March 2022, which are set out on pages 17 to 37.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's financial statements as carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(b) of the 2011 Act.

This report, including my statement, has been prepared for and only for the charity's trustees as a body. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statements below.

Independent examiner's statement

Since the charity's gross income exceeded £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants of England and Wales which is one of the listed bodies.

Independent Examiner's Report to the members of Milton Keynes Citizens Advice Bureau

In connection with my examination, which is complete, no matters have come to my attention which give me reasonable cause to believe that in any material respect:

- accounting records were not kept in respect of Milton Keynes Citizens Advice Bureau in accordance with section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principals of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



David Hoose (Oct 20, 2022 10:51 GMT+1)

David Hoose FCA

for and on behalf of Mazars LLP, Chartered Accountants

**The Pinnacle
160 Midsummer Boulevard
Milton Keynes
MK9 1FF**

Date: Oct 20, 2022

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Statement of financial activities
For the year ended 31 March 2022

	Notes	Unrestricted funds £	Restricted funds £	Total 2021/ 2022 £	Total 2020/ 2021 £
Income and endowments from:					
Donations and legacies	6	7,025	-	7,025	10,163
Charitable activities	6	541,017	245,285	786,302	715,722
Other income	6	29,344	21,286	50,630	-
Investments	8	35	-	35	95
Total income		577,421	266,571	843,992	725,980
Expenditure on:					
Raising funds	9	17,114	-	17,114	15,170
Charitable activities	9	526,920	168,771	695,691	560,730
Total expenditure		544,034	168,771	712,805	575,900
Net income		33,387	97,800	131,187	150,080
Transfers between funds		89,390	(89,390)	-	-
Net movement in funds	20	122,777	8,410	131,187	150,080
Total funds brought forward	20	348,448	59,744	408,192	258,112
Total funds carried forward	20	471,225	68,154	539,379	408,192

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Balance sheet
As at 31 March 2022

	Notes	2021/2022 £	2020/2021 £
Fixed assets			
Tangible assets	15a	11,922	23,392
Investments	15b	350	-
		<u>12,272</u>	<u>23,392</u>
Current assets			
Debtors	17	30,947	31,819
Cash at bank and in hand		<u>525,595</u>	<u>365,546</u>
		556,542	397,365
Creditors: amounts falling due within one year	18	<u>(25,055)</u>	<u>(8,185)</u>
Net current assets		<u>531,487</u>	<u>389,180</u>
Provisions for liabilities	19	(4,380)	(4,380)
Net assets		<u>539,379</u>	<u>408,192</u>
Income funds			
Unrestricted			
Advice Services		382,311	257,347
Designated		<u>88,914</u>	<u>91,101</u>
	20	471,225	348,448
Restricted	22	68,154	59,744
		<u>539,379</u>	<u>408,192</u>

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Balance sheet
As at 31 March 2022

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

(a) ensuring that the company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006; and

(b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved and authorised for issue by the board on 10th October 2022 and signed on its behalf by:



Christopher Parsons

Director

Date: 10th October 2022

The notes on pages 22 to 37 form part of these financial statements.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Statement of cash flows
For the year ended 31 March 2022

	2021/2022 £	2020/2021 £
Cash flows from operating activities:		
<i>Net cash provided by operating activities</i>	<u>165,058</u>	<u>155,039</u>
Cash flows from investing activities:		
Dividends, interest and rents from investments	35	95
Purchase of property, plant and equipment	(4,694)	(15,612)
Purchase of fixed asset investment	(350)	-
Net cash provided by (used in) investing activities	<u>(5,009)</u>	<u>(15,517)</u>
Change in cash and cash equivalents in the reporting period	160,049	139,522
Cash and cash equivalents at the beginning of the reporting period	365,546	226,024
Cash and cash equivalents at the end of the reporting period	<u>525,595</u>	<u>365,546</u>

Reconciliation of net income / (expenditure) to net cash flow from operating activities
For the year ended 31 March 2022

	2021/2022 £	2020/2021 £
Net income / (expenditure) for the reporting period	131,187	150,080
Adjustments for:		
Depreciation charges	16,164	17,295
Dividends, interest and rents from investments	(35)	(95)
Decrease in debtors	872	12,072
Increase / (Decrease) in creditors	16,870	(24,313)
Net cash provided by operating activities	<u>165,058</u>	<u>155,039</u>

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Analysis of cash and cash equivalents
For the year ended 31 March 2022

	2021/2022 £	2020/2021 £
Cash in hand and at bank	445,768	285,719
Cash deposit accounts	79,827	79,827
Total cash and cash equivalents	525,595	365,546

Analysis of changes in net debt
For the year ended 31 March 2022

	At start of year £	Cash flows £	At end of year £
Cash in hand and at bank	285,719	160,049	445,768
Cash deposit accounts	79,827	-	79,827
TOTAL	365,546	160,049	525,595

Comparatives for analysis of changes in net debt

	At start of year £	Cash flows £	At end of year £
Cash in hand and at bank	146,197	139,522	285,719
Cash deposit accounts	79,827	-	79,827
TOTAL	226,024	139,522	365,546

Milton Keynes Citizens Advice Bureau (a charitable company limited by guarantee)

Notes to the financial statements For the year ended 31 March 2022

1. General information

Milton Keynes Citizens Advice Bureau is a registered charity and company limited by guarantee, incorporated in England and Wales. The address of its registered office and principal place of business is disclosed in the company information on page 1.

The principal activity of the charity is to provide free, confidential, impartial and independent advice for the benefit of the local community.

The financial statements are presented in Sterling and this is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2. Accounting policies

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charitable company's financial statements.

(a) Basis of preparation

The charitable company is the parent undertaking of a small group and, as such, is not required by the Companies Act 2006 to prepare group accounts. These financial statements therefore present information about the charitable company and an individual undertaking and not about its group.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Milton Keynes Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The principal accounting policies adopted in the preparation of the financial statements are set out below.

(b) Going concern

The financial statements have been prepared on a going concern basis since the Trustees are confident that the Bureau is able to continue to meet its liabilities as they fall due for the next year after the accounts have been signed.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

2. Accounting policies (continued)

(c) Combination

The combination with the Works for Us charity was completed on 14 February 2022. As a result, the assets and liabilities of Works for Us were transferred into the control of Milton Keynes Citizens Advice Bureau at nil consideration and were in substance a gift. As the fair value of the assets received exceeded the fair value of the liabilities assumed, a gain was recognised and shown separately within income.

(d) Judgements in applying accounting policies and key sources of estimation uncertainty

In applying the company's accounting policies, the directors are required to make judgements, estimates and assumptions in determining the carrying amounts of assets and liabilities. The directors' judgements, estimates and assumptions are based on the best and most reliable evidence available at the time when the decisions are made, and are based on historical experience and other factors that are considered to be applicable. Due to inherent subjectivity involved in making such judgements, estimates and assumptions, the actual results and outcomes may differ.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

The key estimates and assumptions made in these accounts are the allocation of central support costs which are allocated on a basis using an estimated time and effort percentage.

(e) Income

Income including donations, gifts and legacies and grants that provide core funding or are of general nature are recognised where there is entitlement, probability of receipt and the amount can be measured with reasonable reliability. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance activities and is recognised where there is entitlement, probability of receipt and the amount can be measured with sufficient reliability.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

2. Accounting policies (continued)

(f) Volunteers and donated services and facilities

The value of services provided by volunteers is not incorporated into these financial statements.

Where services are provided to the charity as a donation that would normally be purchased from suppliers, this contribution is based on the value of the contribution to the charity.

(g) Expenditure

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied. Other grant payments are recognised when a constructive obligation arises that result in the payment being unavoidable.

- Charitable activities are the costs of operating the Milton Keynes Citizens Advice Bureau excluding governance costs.
- Governance costs include those costs incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements such as audit fees.

(h) Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

(i) Operating leases

Rentals payable under operating leases are charged on a straight-line basis over the term of the leases.

(j) Investments

Non-financial investments are measured initially at cost and subsequently measured at fair value unless fair value cannot be measured reliably in which case it is measured at cost less impairment.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

2. Accounting policies (continued)

(k) Cash and Cash equivalents

Cash and cash equivalents are cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

(l) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction values and subsequently measured at their settlement value.

(m) Tangible fixed assets

All assets costing more than £250 are capitalised at cost and depreciated. Assets other than computer equipment are depreciated over periods of three to five years on a straight-line basis. Computer equipment is depreciated over two years.

Assets that are acquired with the aid of specific capital grants are capitalised and the relevant grant treated as restricted income.

(n) Fixed Asset investments

All fixed asset investments are held in the UK at cost.

(o) Funds structure

Restricted funds are funds where the donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose. The permanent endowment fund is a particular type of restricted fund which must be held permanently and the capital of the fund maintained. Unrestricted funds can be used at the discretion of the Trustees in furtherance of the Charity's objects. Designated funds are monies earmarked by the Trustees for specific projects in furtherance of the Charity's objects. The balances at the balance sheet date represent amounts still to be utilised.

(p) Pension costs

Contributions payable to the defined contribution pension scheme are charged to the profit and loss account in the period to which they relate.

3. Legal status of the Milton Keynes Citizens Advice Bureau

The charitable company is limited by guarantee and has no share capital. The liability of each member in the event of a winding up is limited to £1.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

4. Activities in furtherance of the charity's objects

All revenue, net income before taxation and net assets is derived from the charity's principal activity, entirely in the UK.

5. Statement of financial activities for the year ended 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	Total 2020/ 2021 £
Income and endowments from:				
Donations and legacies	6	10,163	-	10,163
Charitable activities	6	512,521	203,201	715,722
Investments	8	95	-	95
Total income		<u>522,779</u>	<u>203,201</u>	<u>725,980</u>
Expenditure on:				
Raising funds	9	15,170	-	15,170
Charitable activities	9	439,401	121,329	560,730
Total expenditure		<u>454,571</u>	<u>121,329</u>	<u>575,900</u>
Net (expenditure) / income		68,208	81,872	150,080
Transfers between funds		<u>60,397</u>	<u>(60,397)</u>	<u>-</u>
Net movement in funds	20	128,605	21,475	150,080
Total funds brought forward	20	<u>219,843</u>	<u>38,269</u>	<u>258,112</u>
Total funds carried forward	20	<u>348,448</u>	<u>59,744</u>	<u>408,192</u>

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

6. Income

The following schedule sets out information concerning the major revenue grants received in the year:

		2021/2022 £	2020/2021 £
<u>Charitable activities</u>			
Milton Keynes Council	Revenue and Benefits Service	100,000	100,000
Milton Keynes Council	Advice and Information Service – Vulnerable Adults	48,744	48,744
Milton Keynes Council	Homelessness Advice & Information Service	118,100	59,100
Milton Keynes Council	Covid 19 grant	-	7,980
NACAB	Universal Credit – Help to Claim	212,576	212,026
NACAB	BEIS grants	-	41,365
GP Surgeries		8,750	3,125
Parish and Town Councils		12,137	5,727
Macmillan Outreach Funding		36,757	34,434
The David Family Foundation		3,850	-
Money Advice Service Face to Face Debt Advice	Restricted Fund	147,467	113,992
Big Lottery Fund – Integrated Support and Advice Project	Restricted Fund	97,818	55,119
Milton Keynes Community Foundation – The Mix Transformation Project	Restricted Fund	-	5,326
Milton Keynes Community Foundation – Digital Drop-In	Restricted Fund	-	20,930
The David Family Foundation – Digital Drop-In Project	Restricted Fund	-	3,300
Bletchley & Fenny Stratford Town Council – Digital Drop-In Project	Restricted Fund	-	4,534
Other		103	20
		<u>786,302</u>	<u>715,722</u>

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

6. Income (continued)

	2021/2022 £	2020/2021 £
<u>Donations and legacies</u>		
Other	7,025	10,163
<u>Other</u>		
Works for Us combination fair value	29,344	-
Works for Us combination fair value	21,286	-
Restricted Funds		
	50,630	-

7. Analysis of Movement in deferred income

	2021/2022 £	2020/2021 £
Balance at 1 April	-	5,625
Net movement for the year	8,750	(5,625)
Balance at 31 March	8,750	-

8. Investment income

	2021/2022 £	2020/2021 £
Interest receivable on cash deposits	35	95

9. Expenditure

	2021/2022 £	2020/2021 £
<u>Raising funds</u>		
Staff costs	17,114	15,170

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

9. Expenditure (continued)

	2021/2022 £	2020/2021 £
<u>Costs of activities in furtherance of the charity's objects</u>		
Staff costs	505,556	403,434
Partnership costs	10,989	-
Premises expenses	38,909	44,401
Telephone	10,819	8,567
Printing, postage and stationery	6,372	8,048
Office Equipment	7,459	6,952
Staff training and travel	8,255	7,845
Costs of volunteers	2,171	461
Publications, subscriptions and insurance	13,159	8,183
Computer expenses	10,632	13,193
Finance Support and Agency costs	31,156	17,948
Professional fees	7,809	720
Publicity and Marketing	6,993	2,294
Independent Examiner fees	2,000	2,000
Depreciation	16,164	17,295
Disbursements	717	-
Irrecoverable VAT	13,218	16,345
Other expenses	3,313	3,044
	<u>695,691</u>	<u>560,730</u>

10. Net income for the year

	2021/2022 £	2020/2021 £
Net income for the year is stated after charging:		
Independent Examiner's remuneration	2,000	2,000
Depreciation	16,164	17,295
Operating lease rentals		
- Land and buildings	30,926	34,405
- Other	<u>6,251</u>	<u>6,202</u>

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

11. Employees

	2021/2022	2020/2021
Staff costs	£	£
Wages and salaries	479,645	386,869
Social security costs	30,893	23,404
Pension costs	12,132	8,331
	<u>522,670</u>	<u>418,604</u>

No employee received remuneration of more than £60,000 (2020/2021: Nil).

The total remuneration of one key management personnel was £45,000 (2020/2021: £40,000).

12. Trustees/directors remuneration

The trustees/directors are not remunerated (2020/2021: £nil). One trustee/director was reimbursed expenses of £27 during the year (2020/2021: £nil).

The charity purchased professional indemnity and public liability insurance during the year to indemnify employees and directors against liabilities arising as a result of negligence. The cost of this insurance was £2,620 (2020/2021: £1,891).

13. Staff numbers

The average number of persons employed by the charity (including directors) during the year was as follows:

	2021/2022	2020/2021
	Number	Number
Full-time equivalent	<u>20.6</u>	<u>16.9</u>
Employed staff	<u>26</u>	<u>21</u>

14. Taxation

As the charitable company is a registered charity, its income under schedule D is exempt from taxation, subject to the provisions of section 505 of the Income and Corporation Taxes Act 1998.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

15(a) Tangible fixed assets

	Leasehold Improvements	Fixtures, fittings and furniture	Telephone and computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	46,528	22,577	82,224	151,329
Additions	-	1,042	3,652	4,694
At 31 March 2022	<u>46,528</u>	<u>23,619</u>	<u>85,876</u>	<u>156,023</u>
Depreciation				
At 1 April 2021	40,167	19,202	68,568	127,937
Charge for the year	1,907	1,899	12,358	16,164
At 31 March 2022	<u>42,074</u>	<u>21,101</u>	<u>80,926</u>	<u>144,101</u>
Net Book Values				
At 31 March 2022	<u>4,454</u>	<u>2,518</u>	<u>4,950</u>	<u>11,922</u>
At 31 March 2021	<u>6,361</u>	<u>3,375</u>	<u>13,656</u>	<u>23,392</u>

15(b) Fixed Asset Investments

	2021/2022	2020/2021
	£	£
Balance at 1 April	-	-
Net movement for the year	350	-
Balance at 31 March	<u>350</u>	<u>-</u>
Unlisted investments	<u>350</u>	<u>-</u>

All fixed asset investments are held in the UK at cost. The investment is a painting purchased at a cost of £350 that was transferred into the control of Milton Keynes Citizens Advice Bureau following the combination with the Works for Us charity in February 2022.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

16. Other investments - Company

The charitable company has a dormant trading subsidiary – Milton Keynes Citizens Advice Bureau (Trading) Limited, a single member company limited by guarantee. The sole member of this company is Milton Keynes Citizens Advice Bureau, and this charitable company stands as guarantor to the sum of £1.

17. Debtors

	2021/2022 £	2020/2021 £
Trade debtors	12,197	3,942
Other debtors	55	19
Taxation	1,075	1,471
Prepayments and accrued income	17,620	26,387
	<u>30,947</u>	<u>31,819</u>

18. Creditors: amounts falling due within one year

	2021/2022 £	2020/2021 £
Trade creditors	7,472	4,158
Other creditors	561	90
Social security	20	-
Accruals and deferred income	17,002	3,937
	<u>25,055</u>	<u>8,185</u>

19. Provision for liabilities

The trustees/directors have set up a provision of £4,380 (2020/21: £4,380). This represents one month of the Bureau Director's salary costs that would be paid if they were to leave the Bureau.

Milton Keynes Citizens Advice Bureau
(a charitable company limited by guarantee)

Notes to the financial statements
For the year ended 31 March 2022

20. Analysis of movements in funds

	Unrestricted income funds £	Restricted income funds £	Total £
Balance at 1 April 2021	348,448	59,744	408,192
Net income for the year	33,387	97,800	131,187
Transfers for the year	89,390	(89,390)	-
Balance at 31 March 2022	471,225	68,154	539,379

Transfers from Restricted Funds

Provision is made in the majority of restricted funding projects for management and administration costs. These costs are borne by unrestricted funds and then an appropriate transfer is made in accordance with the funding contract on an annual basis.

Comparatives for analysis of movements in funds

	Unrestricted income funds £	Restricted income funds £	Total £
Balance at 1 April 2020	219,843	38,269	258,112
Net income for the year	68,208	81,872	150,080
Transfers for the year	60,397	(60,397)	-
Balance at 31 March 2021	348,448	59,744	408,192

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For the year ended 31 March 2022

21. Analysis of net assets between funds

	Unrestricted income Funds £	Restricted income Funds £	Total 2021 £	Total 2021 £
Fixed assets	12,272	-	12,272	23,392
Current assets	485,051	71,491	556,542	397,365
Current liabilities	(21,718)	(3,337)	(25,055)	(8,185)
Provision for liabilities	(4,380)	-	(4,380)	(4,380)
Balance at 31 March	471,225	68,154	539,379	408,192

The unrestricted fund includes designated funds of £88,914 (2020/21: £91,101). These were set up by the trustees to deal with future potential statutory financial commitments such as redundancy costs totalling £44,000 (2020/21: £34,700), the potential costs of having to relocate the operations of £33,000 (2020/21: £33,000) if funding decreases significantly and the write-down of fixed assets of £11,900 (2020/21: £23,400) currently held by the Bureau.

Comparatives for analysis of net assets between funds

	Unrestricted income Funds £	Restricted income Funds £	Total 2021 £
Fixed assets	23,392	-	23,392
Current assets	337,621	59,744	397,365
Current liabilities	(8,185)	-	(8,185)
Provision for liabilities	(4,380)	-	(4,380)
Balance at 31 March	348,448	59,744	408,192

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Notes to the financial statements
For the year ended 31 March 2022

22. Analysis of restricted funds

	Balance as at 01 April 2021	Incoming Resources	Outgoing Resources	Transfers	Balance as at 31 March 2022
	£	£	£	£	£
Money Advice Service					
Face to Face Debt Advice	-	147,467	(111,998)	(35,469)	-
Integrated Support and Advice Project	32,860	98,303	(38,843)	(44,122)	48,198
Digital Drop-In	26,884	-	(17,002)	(9,882)	-
Milton Keynes Community Foundation	-	3,039	(510)	-	2,529
Milton Keynes Council	-	17,845	(418)	-	17,427
Working Wardrobe	-	30	-	(30)	-
Co-op	-	2,327	-	(2,327)	-
Lloyds TSB Foundation	-	(2,440)	-	2,440	-
	59,744	266,571	(168,771)	(89,390)	68,154

Restricted funding continued to be received for the Money Advice Service Face to Face Debt Advice project, which was in partnership with the National Association. This supports the delivery of free to client face-to-face debt advice in the most financially excluded geographical areas and to the most financially excluded social groups.

Restricted funding was received from the National Lottery Community Fund for the Integrated Support and Advice project. This project aims to support people in unstable and low-income employment.

Restricted funding was received from Milton Keynes Community Foundation, The David Family Foundation and Bletchley and Fenny Stratford Town Council for the Digital Drop-In project. This project will enable people in Milton Keynes to access one of the Bureau's advisers via a secure video platform, without a prearranged appointment. It is designed to work in tandem with the Bureau's improved and expanded advice services which have been delivered by telephone, email and webchat since the pandemic began.

The following 5 Restricted funds were transferred into the control of Milton Keynes Citizens Advice Bureau following the combination with the Works for Us charity in February 2022:

Funding was provided by Milton Keynes Community Foundation for a Supported Volunteer Project.

Funding was provided by Milton Keynes Council for the Women and Work project to support women access work during the COVID pandemic.

The Co-op Foundation provided a grant towards computer equipment and software. Also, funding was provided for the Working Wardrobe project to provide good quality interview clothes.

The Lloyds TSB Foundation for England and Wales provided funding for a part-time information, advice and guidance worker to provide one to one advice.

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22. Analysis of restricted funds (continued)

Comparatives for analysis of restricted funds

	Balance as at 01 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance as at 31 March 2021 £
Money Advice Service					
Face to Face Debt Advice	-	113,992	(71,929)	(42,063)	-
Integrated Support and Advice Project	31,419	55,119	(40,449)	(13,229)	32,860
The Mix Transformation Project	1,870	5,325	(7,070)	(125)	-
Anglian Water Watersure Fund	4,980	-	-	(4,980)	-
Digital Drop-In	-	28,765	(1,881)	-	26,884
	38,269	203,201	(121,329)	(60,397)	59,744

Restricted funding continued to be received for the Money Advice Service Face to Face Debt Advice project, which was in partnership with the National Association. This supports the delivery of free to client face-to-face debt advice in the most financially excluded geographical areas and to the most financially excluded social groups.

Restricted funding was received from the Big Lottery Fund for the Integrated Support and Advice project. This project aims to support people in unstable and low-income employment.

A restricted grant was received from Milton Keynes Community Foundation for The Mix Transformation Project. This project aims to create development and sustainability for the Mix through the use of the Bureau as the parent charity.

A restricted grant was received from Milton Keynes Community Foundation Anglian Water Watersure Fund to provide community outreach to vulnerable and disadvantaged people who are possibly struggling financially or in need of special assistance.

Restricted funding was received from Milton Keynes Community Foundation, The David Family Foundation and Bletchley and Fenny Stratford Town Council for the Digital Drop-In project. This project will enable people in Milton Keynes to access one of the Bureau's advisers via a secure video platform, without a prearranged appointment. It is designed to work in tandem with the Bureau's improved and expanded advice services which have been delivered by telephone, email and webchat since the pandemic began.

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23. Pension costs

In October 2015, the Bureau launched a NEST pension scheme. In addition, following the combination with Works for Us in February, the Bureau also has a True Potential pension scheme. Both of these schemes are in place in order that the Bureau complies with its Auto Enrolment obligations. Amounts paid by the Bureau during the year totalled £12,132 (2020/2021: £8,331) and amounts owed at the year end were £471 (2020/2021: £nil).

Contributions are charged to the charitable activities on which the employee has been engaged during the financial year.

24. Financial commitments

At 31 March 2022 the charity was committed to making the following payments under non-cancellable operating leases in the year to 31 March 2023:

	Land and buildings		Other	
	2021/2022	2020/2021	2021/2022	2020/2021
	£	£	£	£
Operating leases which expire:				
Within 1 year	<u>9,126</u>	<u>9,126</u>	<u>5,390</u>	<u>5,390</u>
Between 2 and 5 years	<u>2,282</u>	<u>2,282</u>	<u>4,042</u>	<u>9,432</u>

25. Related party transactions

Advantage has been taken of the exemption conferred by section 33 of FRS 102 not to disclose all transactions with other group companies.

26. Combination

The combination with the Works for Us charity was completed on 14 February 2022. As a result, the assets and liabilities of Works for Us were transferred into the control of Milton Keynes Citizens Advice Bureau at nil consideration and were in substance a gift. As the fair value of the assets received exceeded the fair value of the liabilities assumed by £50,630, this gain has been recognised as a donation/gift and shown separately within income.

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Detailed statement of financial activities
For the year ended 31 March 2022

	Unrestricted funds	Restricted funds	Total 2021/ 2022	Total 2020/ 2021
	£	£	£	£
Income and endowments from:				
Donations and legacies	7,025	-	7,025	10,163
Grants and contracts	541,017	245,285	786,302	715,722
Other income	29,344	21,286	50,630	
Investments	35	-	35	95
Total income	577,421	266,571	843,992	725,980
Expenditure on:				
Salary related costs	386,266	136,404	522,670	418,604
Partnership costs	-	10,989	10,989	-
Premises expenses	38,669	240	38,909	44,401
Telephone	10,207	612	10,819	8,567
Print, post, stationery	6,372	-	6,372	8,048
Office equipment	7,355	104	7,459	6,952
Staff training and travel	6,575	1,680	8,255	7,845
Volunteer costs	2,171	-	2,171	461
Publications etc.	12,895	264	13,159	8,183
IT costs	8,586	2,046	10,632	13,193
Finance and agency	16,184	14,972	31,156	17,948
Professional fees	6,459	1,350	7,809	720
Publicity and Marketing	6,993	-	6,993	2,294
Depreciation	16,164	-	16,164	17,295
Independent Examiner fees	2,000	-	2,000	2,000
Disbursements	607	110	717	-
Other expenses	3,313	-	3,313	3,044
Irrecoverable VAT	13,218	-	13,218	16,345
Total expenditure	544,034	168,771	712,805	575,900
Net income	33,387	97,800	131,187	150,080
Transfers between funds	89,390	(89,390)	-	-
Net movement in funds	122,777	8,410	131,187	150,080
Funds at 1 April	348,448	59,744	408,192	258,112
Funds at 31 March	471,225	68,154	539,379	408,192

This page does not form part of the statutory financial statements